

Children's Minnesota appointment policy

Beginning January 8, 2018, Children's Minnesota is implementing a new appointment policy for specialty and primary care visits.

Late arrivals to appointments

Please arrive early for your appointment. If you arrive **more than 15 minutes after your appointment start time**, you may need to wait, see a different clinician, or we may need to reschedule your appointment for another day.

No shows

Please call us if you need to cancel your appointment.

- **Specialty care clinics:** Please notify us at least **24 hours** prior to your scheduled appointment.
- **Primary care clinics:** Please notify us at least **4 hours** prior to your scheduled appointment.

We understand that things come up unexpectedly and you may not be able to cancel your appointment within the requested timeframe. If this happens:

- your clinician will be notified.
- a member of the care team may contact you directly if the patient needs urgent follow-up.
- you will receive communication from your clinic reminding you of this appointment policy.

Follow-up actions

Missing appointments can negatively impact the patient's health, and canceling without advance notice limits appointment availability for all patients. Follow-up actions will be taken to help avoid these situations.

- **First and second occurrence** - Your clinician will be notified when you miss an appointment without canceling in advance, and you will receive communication from your clinic reminding you of this appointment policy.
- **Third occurrence** – After three missed appointments without canceling within the required timeframe (24 hours for specialty and 4 hours for primary care), you will only be able to schedule same-day appointments for the remainder of the year, when same-day appointments are available. For specialty care appointments, your primary clinician will be notified.